



# Example of Executive Support Job Description

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Our innovative and growing company is looking to fill the role of executive support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for executive support

- Assist on office administration duties as assigned
- Develop a reputation of IT leadership, as both a trusted subject matter expert in IT reliable partner in coordination of IT initiatives to Executives and VIPs
- Lead the team that will be the face of IT to many senior level users and ensure that all are able to represent IT in an appropriate fashion
- Required to provide on-call coverage during off-hours
- Demonstrate ownership and manage incident resolution from end-to-end, collaborating with technology peers and marshalling company resources as needed to provide resolutions in a highly responsive manner
- Communicating quickly and efficiently with our Clients, you will make sound business and economic evaluations of the client's requirements
- Working with the Client Managers, you will take an active role in the coordination of customer tender documents in conjunction with the relevant parties & in accordance with tender procedures
- Through effective relationship building and developing a good understanding of your customer's value drivers, you will maximise sales through effective probing and lead qualification
- Provide backup support to Managing Directors, Senior Managing Directors, Senior Executives and their Administrative Support seeking assistance from Information Technology Help Desk
- Document ticket items in IT ticketing system, while working on multiple user

## Qualifications for executive support

- At least 2 years of experience in Customer service, including direct support of executive level customers
- 1+ years of experience in Help Desk or PC support
- 5+ years of experience in Customer service, including direct support of executive level customers
- Own and maintain NZ local communication channels and content including distribution lists, share point repository, internal announcements
- Ability to analyse large data sets from several sources accurately
- Must be a logical thinker and able to take a pragmatic approach to problem solving